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FRED ANGEL  
EXCEPTIONAL SERVICE  
SCHOLARSHIP

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# Application and Guidelines

## BACKGROUND

Fred Angel was the Utilities Customer Operations Administrator at Chesterfield County Virginia and a member of the Virginia Section AWWA Customer Service Activities Committee. He was an active member of the Virginia Section and the American Water Works Association at the national level. His many presentations to these groups focused on remembering that the customer is the most important part of utility work and that good customer service is every employee's responsibility.

## PURPOSE

To promote excellence in the field of Customer Service operations and sharing of customer service best practices among water utilities in the Virginia Section of the AWWA by providing a water utility employee, who demonstrates exceptional Customer Service performance, financial support to attend the annual Virginia Section AWWA Customer Service Workshop.

The scholarship awarded to the successful applicant will cover workshop registration fees and three nights of workshop hotel accommodations.

## ELIGIBILITY/GUIDELINES

One scholarship will be awarded annually on behalf of the Virginia Section AWWA Customer Service Activities Committee to an eligible individual nominated by their utility and approved by the Committee.

Individual applicants must be a VA AWWA member or a full-time employee of a utility that is an AWWA member. Applicants shall demonstrate exceptional and professional customer service in one or more of the following functional areas:

- Call Center Operations
- Billing
- Collections and Accounts Receivables
- New Service Operations
- Field Service Operations
- Office Administrations

## APPLICATION PROCESS: DEADLINE, INSTRUCTIONS AND SELECTION

Application materials must be submitted to the VA AWWA Executive Director on or before the deadline established by the Committee. Applications submitted via USPS must be received no later than this deadline. Only Complete applications will be considered.

2020 DEADLINE IS MAY 15,2019

Submit one (1) copy of this application and all supporting material. Use this form and plain paper for supporting documents or continuations. Typed or handwritten applications are acceptable.

Complete the Personal Information Form (this form has been made PDF/writable for your convenience).

1. Attach a description of Why you deserve this scholarship. (*maximum of 500 words*)

2. Letter of Recommendation

Attach a letter of recommendation preferably from your manager or immediate supervisor. The recommendation must provide supporting information about your exceptional performance as a customer service professional and any awards, honors or special recognition you have received.

No recommendations may be from a member of your family or relative.

Share with your reference that the purpose of this scholarship is to promote excellence in the field of customer service operations. Remind them of your past performance, how it mirrors the scholarship requirements and why you should be nominated as a candidate to attend the upcoming Virginia Section AWWA Customer Service Workshop.

Recommendations from the applicant's manager/supervisor must be submitted along with the application. All applications submitted will be reviewed by the VA AWWA Customer Service Committee members who will make the selection. Only the successful applicant will be notified.

Scholarship Award Winner will  
be notified June 5, 2020

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# FRED ANGEL EXCEPTIONAL SERVICE SCHOLARSHIP

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## APPLICATION

### APPLICATION INFORMATION

NAME

POSITION

DEPARTMENT

PHONE NUMBER

EMAIL

### EMPLOYMENT INFORMATION

UTILITY NAME

BUSINESS ADDRESS

WORK TELEPHONE

AWWA MEMEMBER NUMBER

MANAGER/SUPERVISOR'S NAME

MANAGER/SUPERVISORY'S EMAIL

MANAGER/SUPERVISOR'S TELEPHONE

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*APPLICANT SIGNATURE*

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